pts pacific technology solutions

Automotive Product Catalog

Since May 1987, Pacific Technology Solutions (PTS), has been developing eye-catching, high-retention, and award-winning training courses primarily for the automotive industry with the following features:

- Validated training
- Solid instructional design by seasoned automotive industry veterans
- All disciplines of the automotive industry
  - Technical training
  - Service & parts training
  - Warranty training
  - Softskills training
  - Systems training
  - Management and leadership training
- Designed using industry best practices
- Multiple languages supported
- Built using SCORM compliancy for easy LMS integration
- Easy to customize and rebrand

Our courses have been used by companies such as Hyundai, Suzuki, Honda, Kia, Mazda, and Mitsubishi. By establishing a context that is completely and totally client-centered, we seek to ensure that our clients not only get terrific results from us, but have a terrific time in producing those results.

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Why PTS

Irvine, California based Pacific Technology Solutions is a software and content development company with many years of leadership in the automotive industry.

We offer custom and off-the-shelf training and enterprise software solutions for many audiences in the automotive industry:

Our foundation electrical, brakes, and HVAC courses can also be used in related industries such as commercial transportation and marine. We also offer best-in-class multimedia enhanced ASE self-study training programs.

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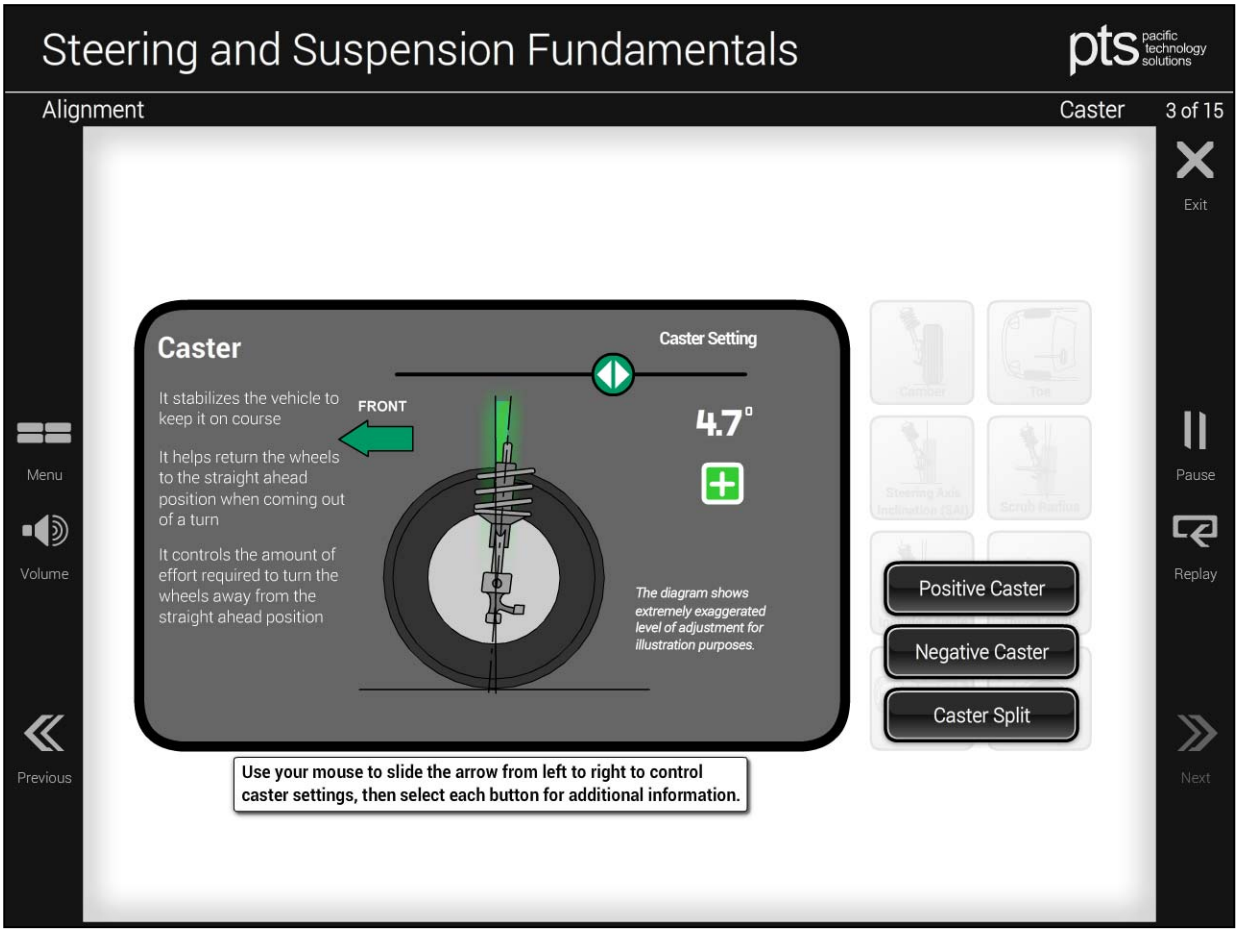
Web-Based Training

Our interactive web-based training (WBT) courses can be deployed to allow the user to learn on their own and at their chosen pace. These courses provide learners with fundamental automotive systems training and preparation for ASE certifications.


Steering and Suspension Fundamentals
Alignment
Caster
3 of 15
Exit
Caster
Caster Setting
It stabilizes the vehicle to keep it on course
FRONT
It helps return the wheels to the straight ahead position when coming out of a turn
It controls the amount of effort required to turn the wheels away from the straight ahead position
4.7°
The diagram shows extremely exaggerated level of adjustment for illustration purposes.
Positive Caster
Negative Caster
Caster Split
Use your mouse to slide the arrow from left to right to control caster settings, then select each button for additional information.
Menu
Volume
Previous
Pause
Replay
Next

Sample from Steering and Suspension Fundamentals WBT

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Design Characteristics

WBT courses include the following features:

- A clean, modern, look with high production values
- Basic courses are targeted to entry level technicians
- Advanced courses are targeted to technicians seeking increased on the job performance
- Contact Time: approx. 25-45 minutes per course excluding exam
- Use of 3D assets, colored illustrations, and photos
- Flash animations are used to illustrate system operation and to provide interactive exploration of content.
- VO and Text is US English. Language and localization options are available upon request
- A brand able UI with an easy to use graphical user interface with the following functions: Next, Back, Repeat, Pause/Restart, and Menu
- Customer configurable open navigation and test entry or locked navigation options
- Off screen narration on all screens except questions and course opening
- Course openings include high production value montage with music
- Objectives screen
- Graphic/text based tutorial on how to navigate the course
- Most content to be conveyed by VO. VO is not replicated word for word on screen
- Progress checks at the end of each topic (multiple choice and matching)
- Final Exam at the end of the course
- Bookmark the last screen completed
- Courses are SCORM 1.2 compliant and track successful completion of each individual course and module
- Courses can be integrated into the any SCORM 1.2 Compliant Learning Management System

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System Requirements

The following software and hardware are recommended:

- Windows XP SP2 and later
- Intel or AMD 1 Ghz or high (recommended)
- 2GB RAM
- SVGA graphics adapter with minimum 1024 X 768 display resolution
- On board or external PC Audio, speakers or headphones
- Internet Explorer 8, 9
- Adobe Flash Player 9x and later
- Internet connection 256 Kbps required. Broadband recommended

iPad /Android Support - Coming Soon!

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Web-Based Technician Training Titles

PTS Web-based Training (WBT) programs provide shops, schools, and organizations with foundation knowledge that increases on the job performance. Technicians can learn when it's convenient for them. Most courses take between 25 and 45 minutes to complete. The Bookmarking feature makes it easy to return to a saved location in the course.

Fundamental courses are listed below:

Basic Automotive
- Automotive Fundamentals
- Automotive Measuring Tools

Electrical
- Digital Multi-meter
- Basic Electrical
- Wiring Diagrams
- Advanced Electrical
- Battery, Starting and Charging Systems
- CAN Bus

Power Train and Drive Train
- Manual Transmission
- Automatic Transmission/Transaxle
- Gasoline Engines
- Automotive Diesel Engines
- Hybrid Basics

Engine Management
- Engine Management Basics
- On Board Diagnosis
- Scan Tool Introduction

Steering, Suspension, Brakes and Tires
- Steering and Suspension Fundamentals
- TPMS
- Brakes Fundamentals
- Brakes Diagnosis and Service
- Antilock Brakes

Heating and Air Conditioning
- HVAC Basic
- HVAC Advanced

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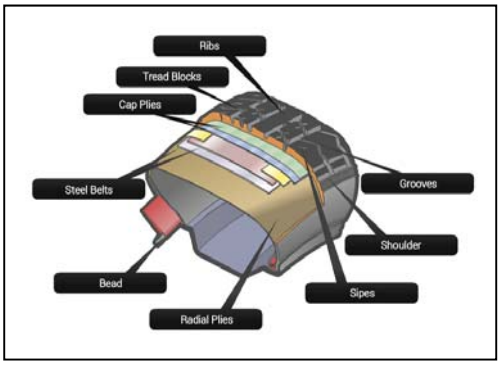
Basic Automotive WBT



Automotive Fundamentals

This course provides an introduction to automotive technology. It provides foundation knowledge useful to anyone working in the automotive business including technicians, parts counter persons, sales associates, and service advisors. It provides an ideal starting point for anyone who needs to learn about automotive technology.

Topics include: engines, transmissions, body, brakes, steering, suspension, tires, HVAC, starting, charging and batteries.

Micrometer
The micrometer is used for precise measurement of diameter and thickness.
A typical use is to measure the diameter of a piston to check for wear or to see if it's a standard size or oversized piston.
Select each tool for a brief description.

Automotive Measuring Tools

This course covers common tools used by automotive technicians. Each tool is demonstrated making common measurements such as piston bore, crankshaft journals, run-out, and brake disc thickness. Tools covered include:

The machinist's rule, various gauges, various calipers, inside, outside, and depth micrometers, and torque wrenches.

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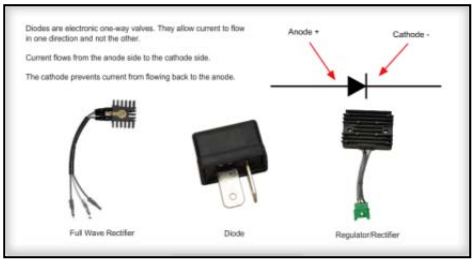
Electrical WBT


Diodes are electronic one-way valves. They allow current to flow in one direction and not the other.
Current flows from the anode side to the cathode side.
The cathode prevents current from flowing back to the anode.
Anode +
Cathode -
Full Wave Rectifier
Diode
RegulatorRectifier

Automotive Electricity

This course is designed as the first step towards understanding electricity as it applies to automotive technology.

Topics include voltage, resistance, Ohms Law, AC & DC current, magnetism, automotive circuits, differences between series, parallel, and series-parallel circuits.

Components covered include resistors, lamps, motors, coils, solenoids, capacitors, diodes, semiconductors, microprocessors, switches and relays.

Insert the red test lead in the volt ohm diode input terminal. Then insert the black test lead in the COM terminal.
Turn the switch to DC volts.
When you select DC volts, the DMM defaults to the 40V manual range. If you need to measure a higher voltage, use the range button.
12.06

Digital Multi-meter

This course builds on knowledge obtained in Automotive Electricity.

It explains the digital multi-meter's functions, operation and how to perform tests including resistance, voltage, current, and diode checks.

It also provides practical instruction on how to find short circuits and open circuits, parasitic drain, and how to use voltage drop to diagnose excessive resistance.

The course accurately simulates meter functions and allows technicians to practice making common measurements.

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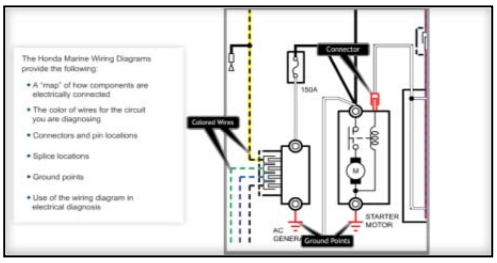
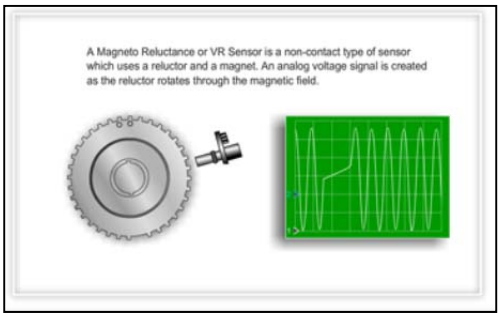

The Honda Marine Wiring Diagrams provide the following:
• A "map" of how components are electrically connected
• The color of wires for the circuit you are diagnosing
• Connectors and pin locations
• Splice locations
• Ground points
• Use of the wiring diagram in electrical diagnosis
Connector
150A
Colored Wires
STARTER MOTOR
AC GENER
Ground Points

Wiring Diagrams

Automotive manufacturers use many different types of diagrams and schematics. While standards vary quite a bit, many conventions are fairly standard throughout the industry.

This course provides foundation training that enables technicians to interpret any manufacturer's diagrams to troubleshoot basic electrical problems.

Topics include: symbols, conventions, connector views, wire colors, circuit protection devices, power flow, splices, grounds, off page connectors, and tracing circuits.


A Magneto Reluctance or VR Sensor is a non-contact type of sensor which uses a reluctor and a magnet. An analog voltage signal is created as the reluctor rotates through the magnetic field.

Advanced Electrical

COMING SOON

This course covers the incorporation of electrical components into electronic systems.

Technicians will see how all automotive systems now involve some form of microprocessor control.

Technicians learn about design and operation of input sensors and switches, central processing units, and output devices such as actuators and motors.

It introduces vehicle networks and provides an overview of basic engine management and body electrical systems.

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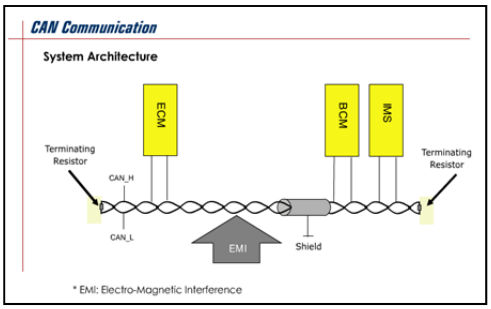
Hardware and User Interface
Front View
Multitasker Module
Enables charging one battery while testing another.
Serial Ports – for communicating with the charging station
DIN Connector – for future expansion
USB Port – for future updates
MULTITASKER MODULE

Battery, Starting, and Charging Systems

COMING SOON

This course covers the function, operation and basic maintenance of starting and charging systems. Technicians also learn differences between types of batteries and proper battery maintenance and charging procedures.



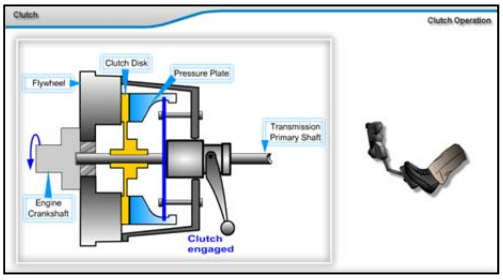
CAN Bus

COMING SOON

This course covers technical information and diagnostic concepts related to CAN data vehicle communications.

Topics include the benefits of CAN, CAN topologies and architectures, hi and low speed networks, redundancy and fail safe designs, and how binary data is generated, transmitted and interpreted. A primer on diagnostic strategies is included.

Powertrain WBT



Manual Transmission

This course describes how a manual transmission or transaxle functions to control the relationship between engine speed and wheel speed.

Technicians learn how the energy produced in the engine is transmitted to the drive wheels through the drive train. The course shows how the transmission cannot shift unless the engine is detached from the gear train by disengaging the clutch. Clutch components and operation are covered in detail.

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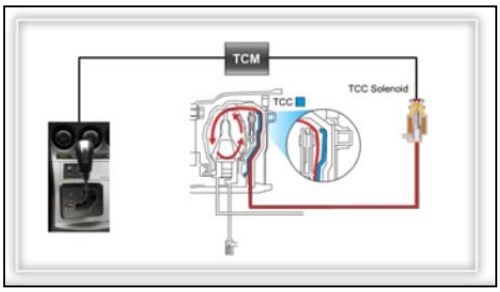
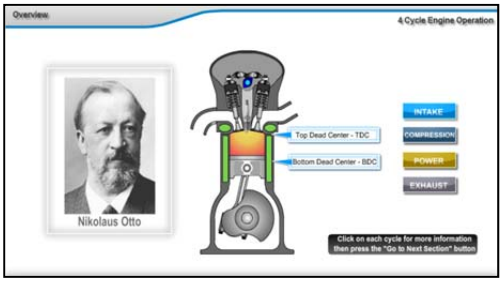


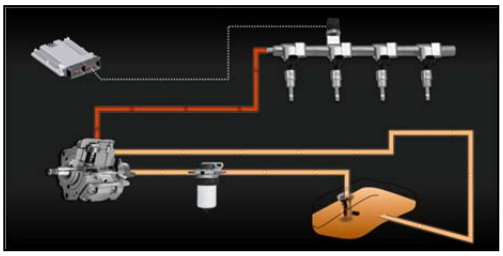
Automatic Transmission / Transaxle

This course covers the functions of the three major automatic transmission systems: the torque converter, gear sets, and the hydraulic control system. Technicians will be able to describe torque converter operation, identify the operation of apply devices (like clutches and bands), and identify the components in a basic planetary gear set and describe their operation.



Gasoline Engines

This course shows how an internal combustion engine works. Students will be able to define engine characteristics such as bore, stroke, displacement, and compression ratio. Students will learn all the components of an engine including cylinder heads, pistons, rings, valves, the crankshaft, rods and bearings. Students will also be able to describe the function, components, and operation of the cooling, lubrication, intake, fuel, ignition, and exhaust systems.



Automotive Diesel Engines

Today's diesel engines are nothing like their loud, heavy and dirty ancestors. This course shows how passenger car and light truck diesels have evolved, and are similar to and dissimilar from their gasoline engine counterparts. Technicians will learn what types of components are specific to diesel engines, the characteristics of diesel engines, diesel fuel systems, and the characteristics of diesel fuel. A discussion of after- treatment systems is included.

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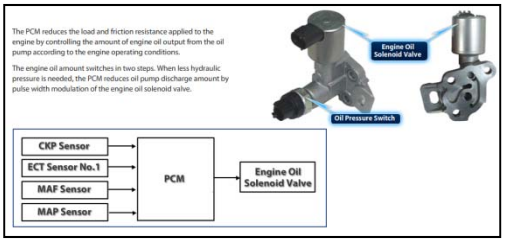
Hybrid Basics

COMING SOON

This course provides an introduction to hybrid vehicles. It covers hybrid architectures and modes of operation. It explains how hybrids store, regenerate and retrieve energy from batteries. It explains hybrid controllers, electric motors, and other hybrid specific components. A topic on safety provides real world guidelines to ensure the safety of everyone in the shop where hybrid vehicles are serviced.

Engine Management WBT


The PCM reduces the load and friction resistance applied to the engine by controlling the amount of engine oil output from the oil pump according to the engine operating conditions.
The engine oil amount switches in two steps. When less hydraulic pressure is needed, the PCM reduces oil pump discharge amount by pulse width modulation of the engine oil solenoid valve.
Engine Oil Solenoid Valve
Oil Pressure Switch
CKP Sensor
ECT Sensor No.1
MAF Sensor
MAP Sensor
PCM
Engine Oil Solenoid Valve

Engine Management Fundamentals

This course demonstrates how computers control ignition timing, fuel and air delivery, and emissions. Topics include, sensors, ECMs, output devices, closed loop strategies, and adaptive logic. It focuses on common components and solutions that are employed by all manufacturers to comply with OBDI and OBDII standards.

On Board Diagnosis (OBD)

COMING SOON

This course provides an introductory guide to the diagnosis and repair of modern automotive emission control systems. Technicians will learn how complex systems function and can be diagnosed with scan tools. It explains the operation of the OBD II system. Topics include the History of On-Board Diagnostics, emissions control, scan tools, sensors, processors, outputs, continuous monitors, fault codes, memory codes, and streaming data.

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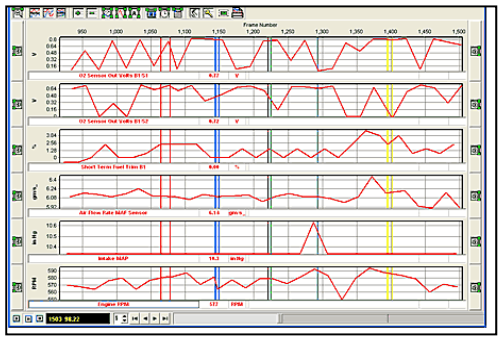
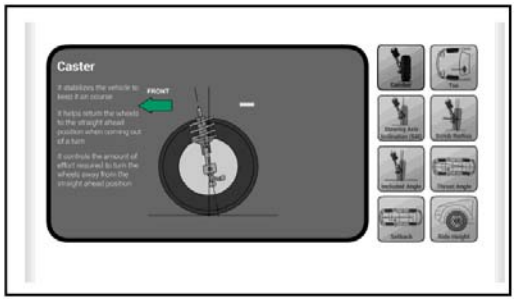


Scan Tool Introduction

COMING SOON

The course covers theory and practical application of scan tool diagnostics. The course focuses on scope use, interpreting waveforms, and interpreting graphs and PID data. Topics include code retrieval, decoding DTCs, code formats and types, Freeze Frame Data, Self-Tests, Drive Cycles, and functions such as oscilloscopes, waveform libraries, graphing and functional tests.

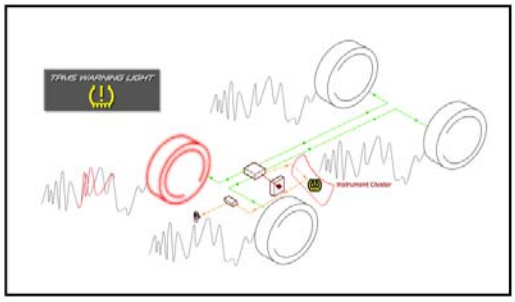
Steering, Suspension, Brakes and Tires WBT



Steering and Suspension Fundamentals

Upon completion of this course, students will be able to identify the components and describe the function of steering and suspension systems as well as tires.

Students will identify key aspects of tire construction, interpret tire ratings and codes, and recognize the causes of various types of tire wear. This course explains alignment concepts including caster, camber, toe, steering axis inclination.



TPMS

COMING SOON

This course explains how the Tire Pressure Monitoring System (TPMS) operates. Technicians learn to identify the various components used in the system such as the low tire pressure warning light, tire pressure sensors, the TPMS receiver and the control module. Both direct and indirect systems are covered as well as the newest generation of indirect systems. Basic diagnostic and service operations are also covered.

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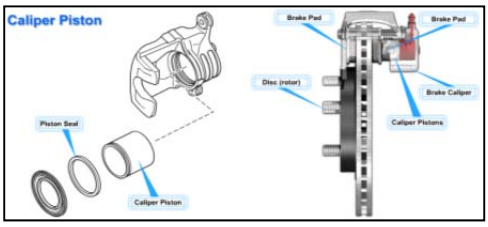
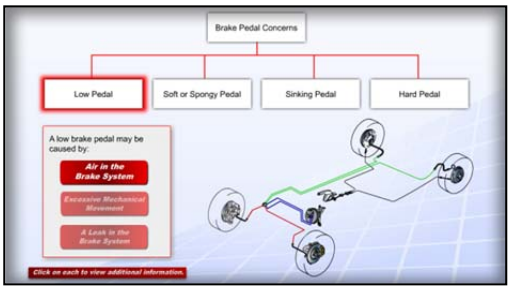


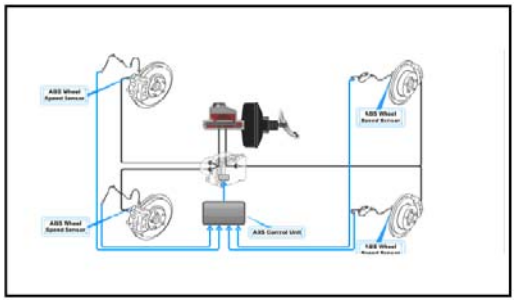
Brakes Fundamentals

This course covers foundation brakes: hydraulic systems, drum and disc brakes, parking brake mechanisms, power brakes, master cylinders and proportioning valves. It covers variations in designs of various drum and disc brake systems as well as parking brake mechanisms.


Brake Pedal Concerns
Low Pedal
Soft or Spongy Pedal
Sinking Pedal
Hard Pedal
A low brake pedal may be caused by:
Air in the Brake System
Excessive Mechanical Movement
A Leak in the Brake System
Click on each to view additional information.

Brakes Diagnosis and Service

This course introduces technicians to the basics of troubleshooting and repairing automotive brakes. It explores the hydraulic system, drum brakes, and disc brakes. It provides tips and guidelines on rotor and drum measurements and machining. It discusses and demonstrates on-vehicle rotor service.



Anti-lock Brakes

COMING SOON

Upon completion of this course, students will understand the theory, operation and diagnosis of an Anti-lock Braking System. This course will provide an understanding of anti-lock brake operation which can then be applied to similar systems such as Electronic Stability Control and Traction Control systems. This course also addresses ABS system types, hydraulic components, electronic components, diagnostic troubleshooting, and service procedures.

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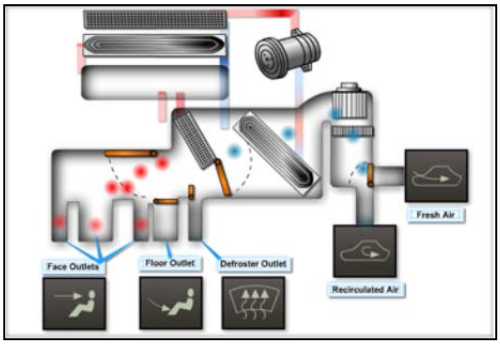
Heating, Venting and Air Conditioning WBT



HVAC Basics

This course introduces basic air conditioning and heating concepts and theory. It provides a brief explanation of the principles of: heat and heat transfer, temperature and pressure relationships, state change, refrigerant properties, and component functions and operation. It applies these principles to an overall explanation of how the refrigeration system and air management and distribution systems work. Specific topics include CCOT, VDOT, and TXV systems.

HVAC Advanced

This course covers microprocessor controlled HVAC systems such as dual zone climate control. This course provides practice applying diagnostics of the refrigeration system using pressure tests and performance tests. Diagnostic scenarios are provided that challenge technicians to interpret test results to diagnose real world HVAC symptoms.

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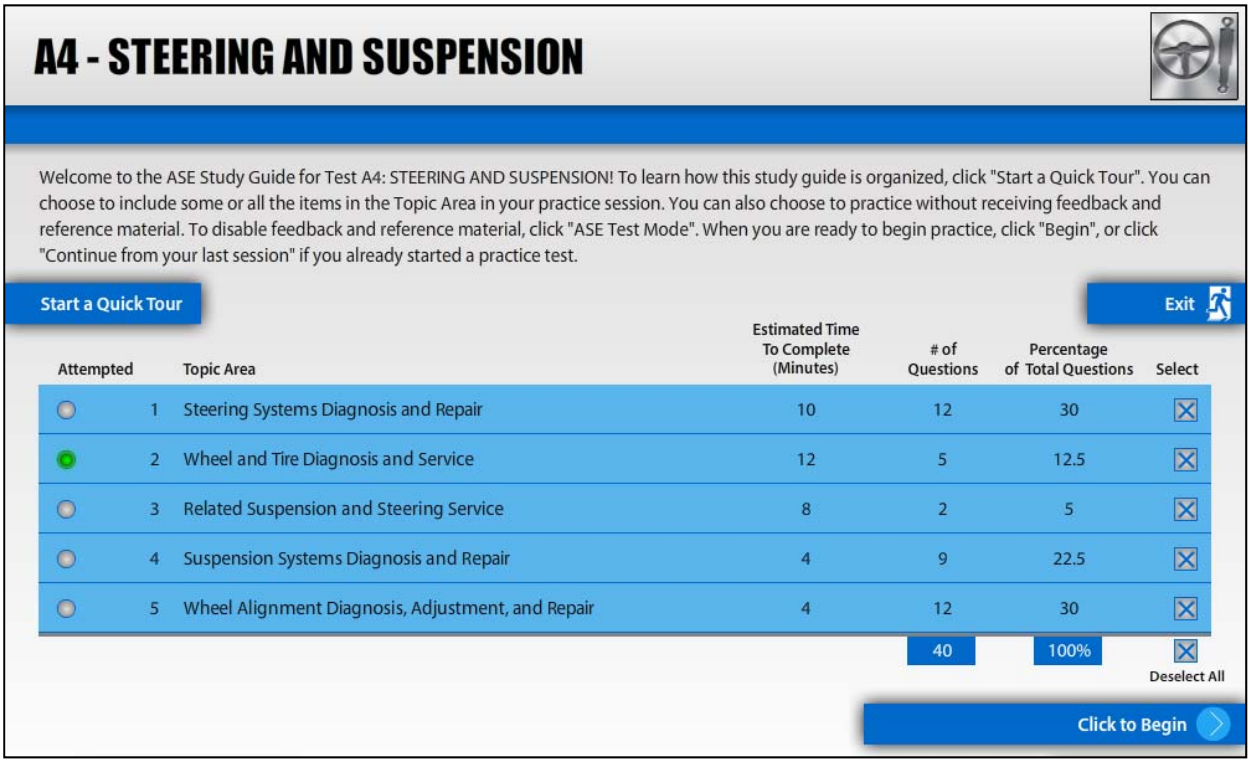
ASE Online Multimedia Certification Prep

PTS has developed a library of comprehensive ASE study guides to facilitate technicians successfully completing their ASE certifications. Features of this system of study guides include:

- State-of-the-art instructional design
- Flash-based interactive development
- Extensive use of animations and interactivity
- Significant features not included in competitive solutions
- Designed for high retention
- Incorporates state of the art automotive technology in questions and explanations


A4 - STEERING AND SUSPENSION
Welcome to the ASE Study Guide for Test A4: STEERING AND SUSPENSION! To learn how this study guide is organized, click "Start a Quick Tour". You can choose to include some or all the items in the Topic Area in your practice session. You can also choose to practice without receiving feedback and reference material. To disable feedback and reference material, click "ASE Test Mode". When you are ready to begin practice, click "Begin", or click "Continue from your last session" if you already started a practice test.
Start a Quick Tour
Exit
Attempted
Topic Area
Estimated Time To Complete (Minutes)
# of Questions
Percentage of Total Questions
Select
1 Steering Systems Diagnosis and Repair 10 12 30
2 Wheel and Tire Diagnosis and Service 12 5 12.5
3 Related Suspension and Steering Service 8 2 5
4 Suspension Systems Diagnosis and Repair 4 9 22.5
5 Wheel Alignment Diagnosis, Adjustment, and Repair 4 12 30
40
100%
Deselect All
Click to Begin

ASE Opening Shown

Design Characteristics

The software includes different modes

- pre-test with remediation
- practice tests with no remediation
- timed realistic ASE-type test

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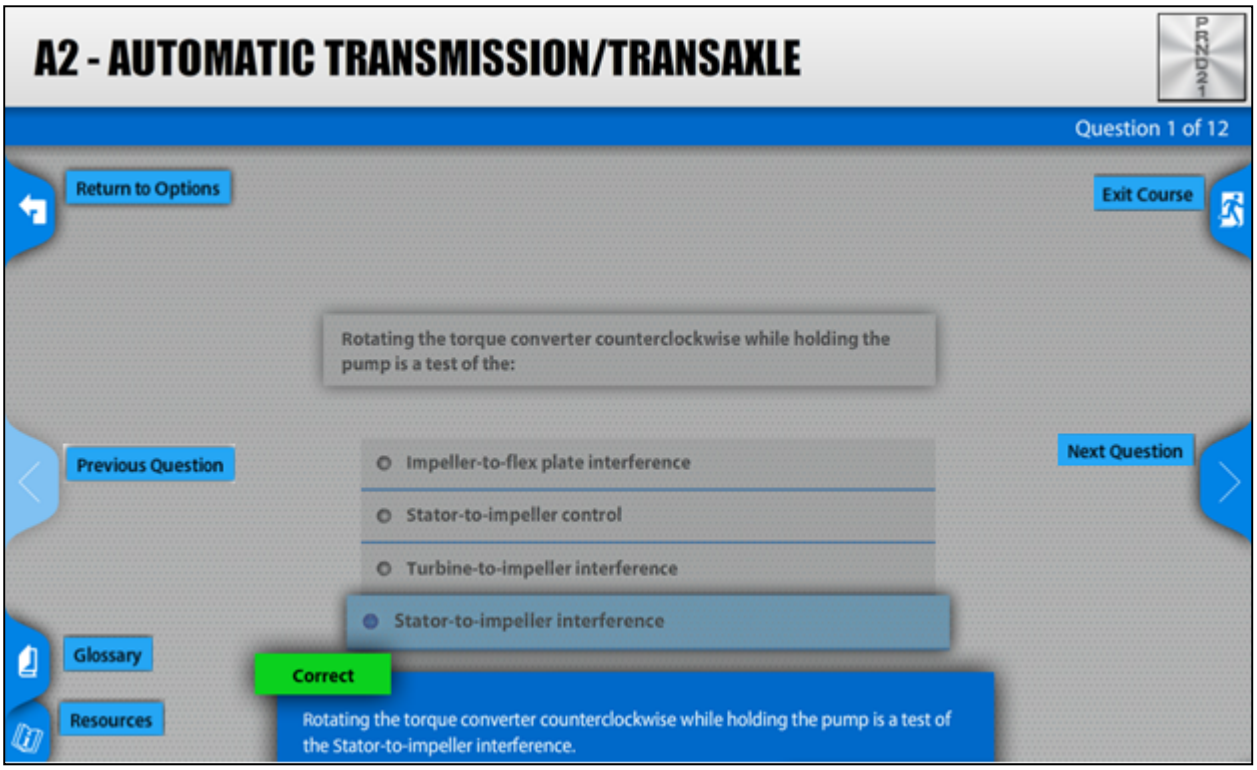
The practice test consists of questions in a randomized order from the selected task areas. An example test question is shown below.



Practice Test Shown

The following actions can be performed on this screen:

- Return to option screen
- Previous question
- Glossary
- Resources
- Exit course
- Next question
- Click here for further information: Shows material specific to the question.

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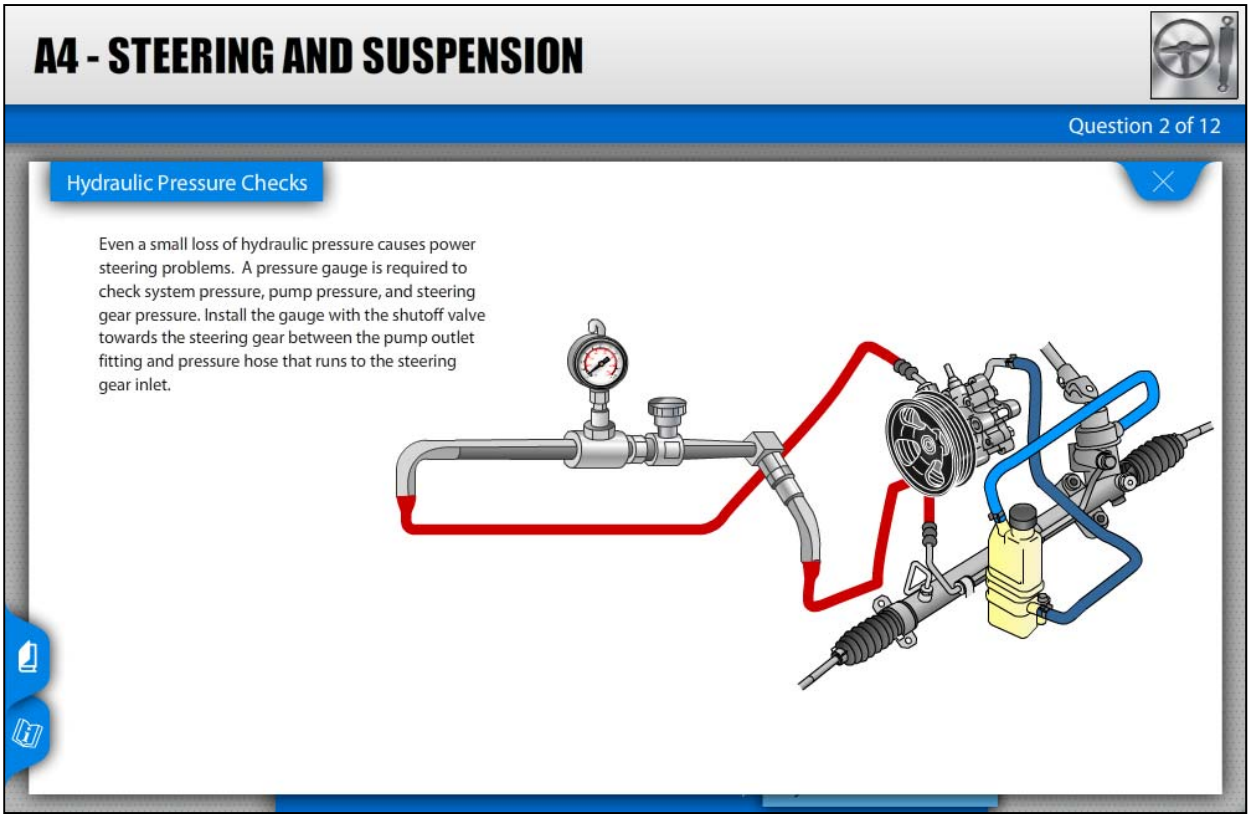
A4 - STEERING AND SUSPENSION
Question 2 of 12
Hydraulic Pressure Checks
Even a small loss of hydraulic pressure causes power steering problems. A pressure gauge is required to check system pressure, pump pressure, and steering gear pressure. Install the gauge with the shutoff valve towards the steering gear between the pump outlet fitting and pressure hose that runs to the steering gear inlet.

Remediation Content Screen Shown

Here's an example of what is displayed when you click the button titled "Click here for further information"

The purpose of the content is to illustrate and elaborate on the concepts related to the question. Every concept is supported by comprehensive graphics, animations and voice-overs.

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ASE Titles

The following titles are available:

Engine Repair (Test A1)

Automatic Transmission/Transaxle (Test A2)

Manual Drive Train and Axles (Test A3)

Suspension and Steering (Test A4)

Brakes (Test A5)

Electrical/Electronic Systems (Test A6)

Heating and Air Conditioning (Test A7)

Engine Performance (Test A8)

Light Vehicle Diesel Engines (Test A9)

Advanced Engine Performance Specialist (Test L1)

Automobile Service Consultant (Test C1)

Automobile Parts Specialist Test (P2)

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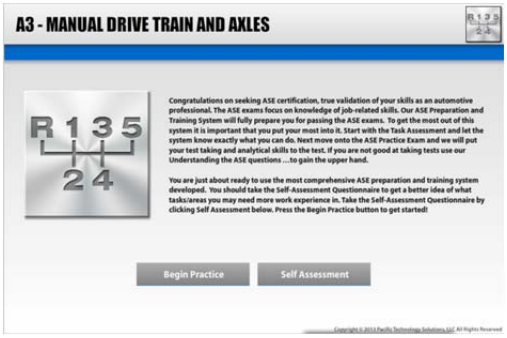
Engine Repair (Test A1)

This test prep covers General Engine Diagnosis, Cylinder Head and Valve Train Diagnosis and Repair, Engine Block Diagnosis and Repair, Lubrication and Cooling Systems Diagnosis and Repair, Fuel, Electrical, Ignition, and Exhaust Systems Inspection and Service.

Automatic Transmission / Transaxle (Test A2)

This test prep covers General Transmission / Transaxle Diagnosis, In-Vehicle Transmission / Transaxle Maintenance and Repair, Off-Vehicle Transmission / Transaxle Repair.



Manual Drive Train and Axles (Test A3)

This test prep covers Clutch Diagnosis and Repair, Transmission Diagnosis and Repair, Transaxle Diagnosis and Repair, Drive Shaft / Half Shaft and CV Joint Diagnosis and Repair, Rear Axle Diagnosis and Repair, and Four-Wheel Drive / All-Wheel Drive Component Diagnosis and Repair.

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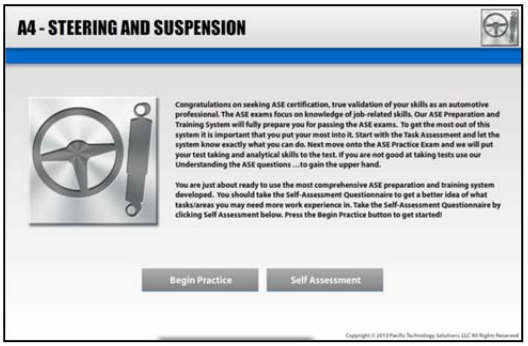
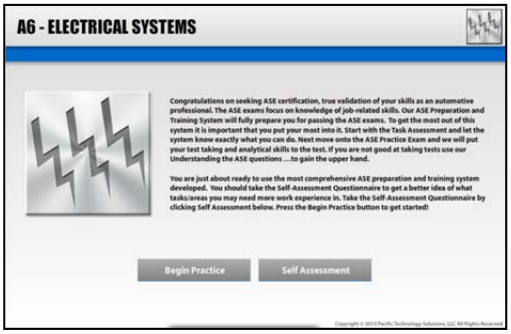


Suspension and Steering (Test A4)

This test prep covers Steering Systems Diagnosis and Repair, Suspension Systems Diagnosis and Repair, Related Suspension and Steering Service, Wheel Alignment Diagnosis, Adjustment and Repair, and Wheel and Tire Diagnosis and Repair.

Brakes (Test A5)

This test prep covers Hydraulic System Diagnosis and Repair, Drum Brake Diagnosis and Repair, Disc Brake Diagnosis and Repair, Power Assist Units Diagnosis and Repair, and Miscellaneous Systems Diagnosis and Repair, Electronic Brake Control Systems.



Electrical / Electronic Systems (Test A6)

This test prep covers General Electrical / Electronic System Diagnosis, Battery and Starting System Diagnosis and Repair, Charging System Diagnosis and Repair, Lighting Systems Diagnosis and Repair, Instrument Cluster and Driver Information Systems Diagnosis and Repair, and Body Electrical Systems Diagnosis and Repair.

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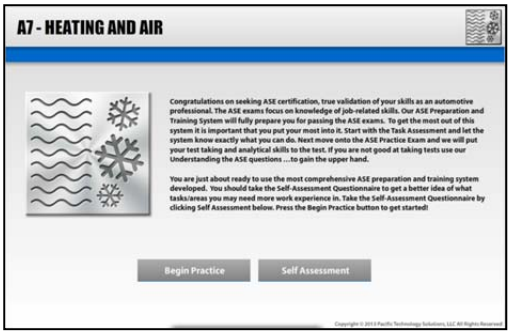
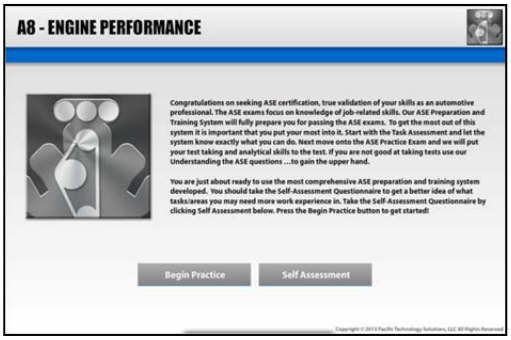


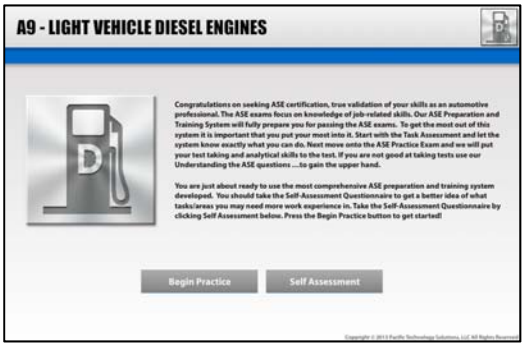
Heating and Air Conditioning (Test A7)

This test prep covers A/C System Service Diagnosis and Repair, Refrigeration System Component Diagnosis and Repair, Heating and Engine Cooling Systems Diagnosis and Repair, and Operating Systems and Related Controls Diagnosis and Repair.



Engine Performance (Test A8)

This test prep covers General Diagnosis, Ignition System Diagnosis and Repair, Fuel Air Induction and Exhaust Systems Diagnosis and Repair, Emissions Control Systems Diagnosis and Repair, and Computerized Engine Controls Diagnosis and Repair.



Light Vehicle Diesel Engines (Test A9)

This test prep covers General Diagnosis, Cylinder Head and Valve Train Diagnosis and Repair, Engine Block Diagnosis and Repair, Lubrication and Cooling Systems Diagnosis and Repair, Air Induction and Exhaust Systems Diagnosis and Repair, and Fuel System Diagnosis and Repair.

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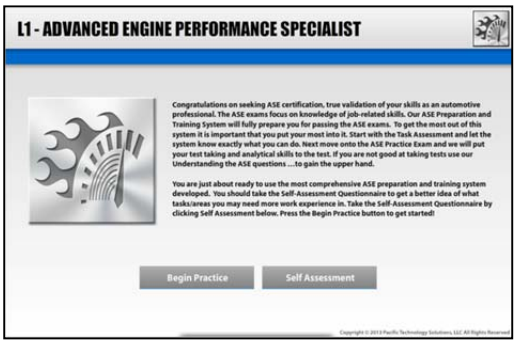
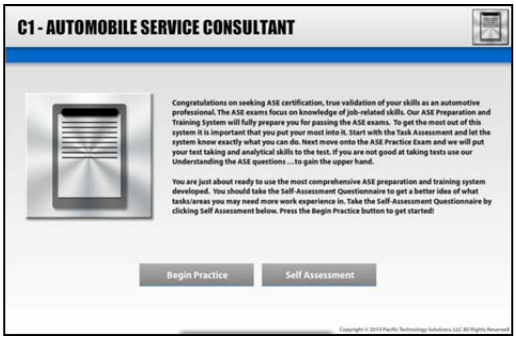


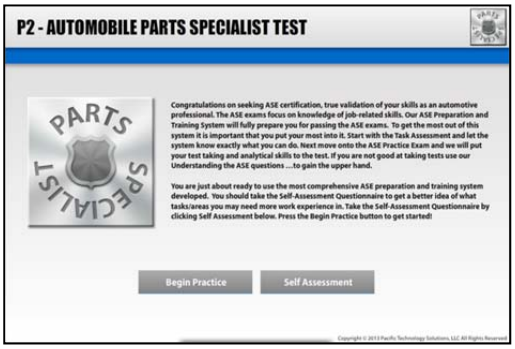
Advanced Engine Performance Specialist (Test L1)

This test prep covers General Powertrain Diagnosis, Computerized Powertrain Controls Diagnosis, Ignition System Diagnosis, Fuel Systems and Air Induction Systems Diagnosis, Emission Control Systems Diagnosis, and I/M Failure Diagnosis.



Automobile Service Consultant (Test C1)

This test prep covers Communications, Customer and Internal Relations, Vehicle Systems Knowledge, Sales Skills, and Shop Operations



Automobile Parts Specialist (Test P2)

This test prep covers General Operations, Customer Relations and Sales Skills, Vehicle Systems Knowledge, Vehicle Identification, Catalog and Information Systems Skills, Inventory Management, and Merchandising.

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Simulations

PTS simulations provide instruction that mirrors the real world experience of diagnosing and repairing vehicles. The level of fidelity and variations in bugs for any simulation can be customized as needed. The simulations can track technician time on task relative to flat rate time. Therefore the technician is motivated, as in the real world, to complete the diagnosis and repair in minimal amount of time and by performing only those tasks and tests that are essential for diagnosing the concern.

Additionally, the technician can be “charged” for parts. This is tracked by the program. Therefore, the technician is motivated, as in the real world, not to diagnose the vehicle by putting parts on it without knowing if the part has actually failed.
Learning Objectives

The following objectives are addressed to varying degrees in most simulations:

- Review the repair order and perform a road test/verify the concern
- Perform visual inspections
- Find applicable Technical Service Bulletins
- Access Scan Tool and choose Scan Tool tests
    - Retrieve and interpret Diagnostic Trouble Codes
    - View Data List (some scenarios)
    - Control Outputs (some scenarios)
    - Review stored codes and data (some scenarios)
- Follow subroutines in service manual for DTCs
- Given knowledge of system operation, prioritize and choose appropriate tests to isolate the concern to a given component
- Perform and interpret results of simulated diagnostic tests
- Perform tests of simulated electrical system troubleshooting with virtual Digital Multimeter or Oscilloscope.
- Apply concept of voltage drop, available voltage, resistance, and current by interpreting DMM readings
- Access and interpret wiring diagrams.
- Given all test results, determine root cause of failure
- Perform tests necessary to verify that the repair fixed the root cause of the failure.

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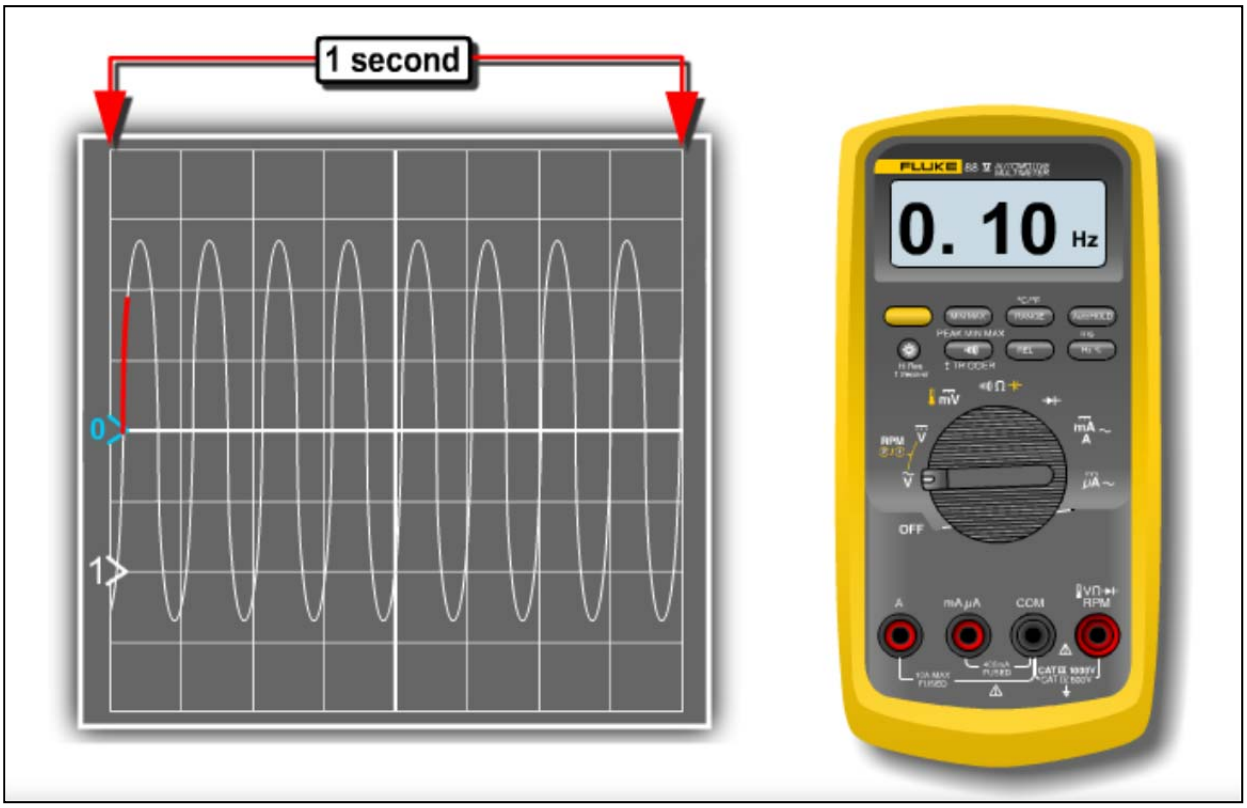
Electrical Simulations



16 Basic Electrical Simulations covering 8 different circuits:

- Windshield Wiper circuits (3 unique faults)
- Sunroof circuits (3 unique faults)
- Sliding Door circuits (3 unique faults)
- Power Window circuits (3 unique faults)
- Turn signal circuit
- Center Stop Light circuit
- Parking Brake circuit
- Fog Lamp circuit

Each simulation reinforces basic knowledge of electrical circuit operation and diagnosis and the proper use of a “virtual” Digital Multimeter (DMM)

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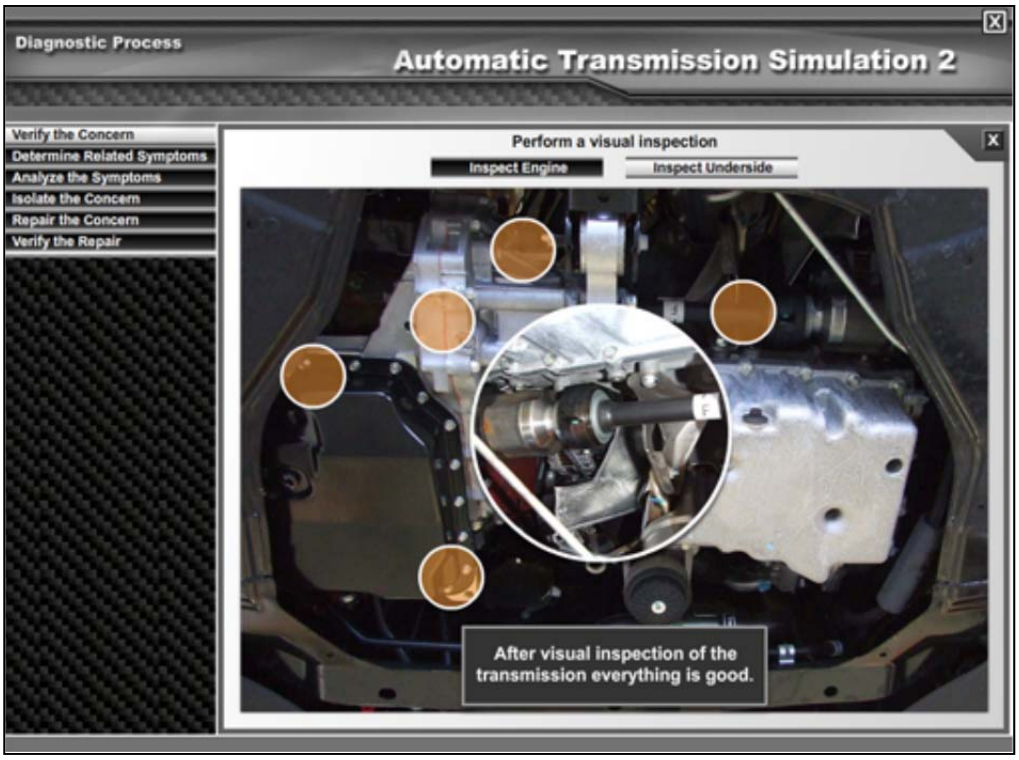
Automatic Transmission Simulations



Air/fuel Ratio Sensor Failure/No MIL

A high level of fidelity and production value is employed in diagnostic tests for the fuel, ignition, air management, and throttle systems, making this a detailed and complex simulation that covers a large range of engine and transmission diagnostics tests.

This simulation reinforces a key concept in Automatic Transmission Diagnosis: that engine and engine management problems are often pre-diagnosed and misdiagnosed as automatic transmission problems.

Shift Solenoid Circuit Failure/MIL

This simulation reinforces diagnostic routines associated with OBD-II DTC for the Shift Solenoid circuit. The simulation directs the technicians to the proper circuit where the technician can diagnose the circuit using a virtual DMM to check resistance or voltage in the circuit represented as a wiring diagram.

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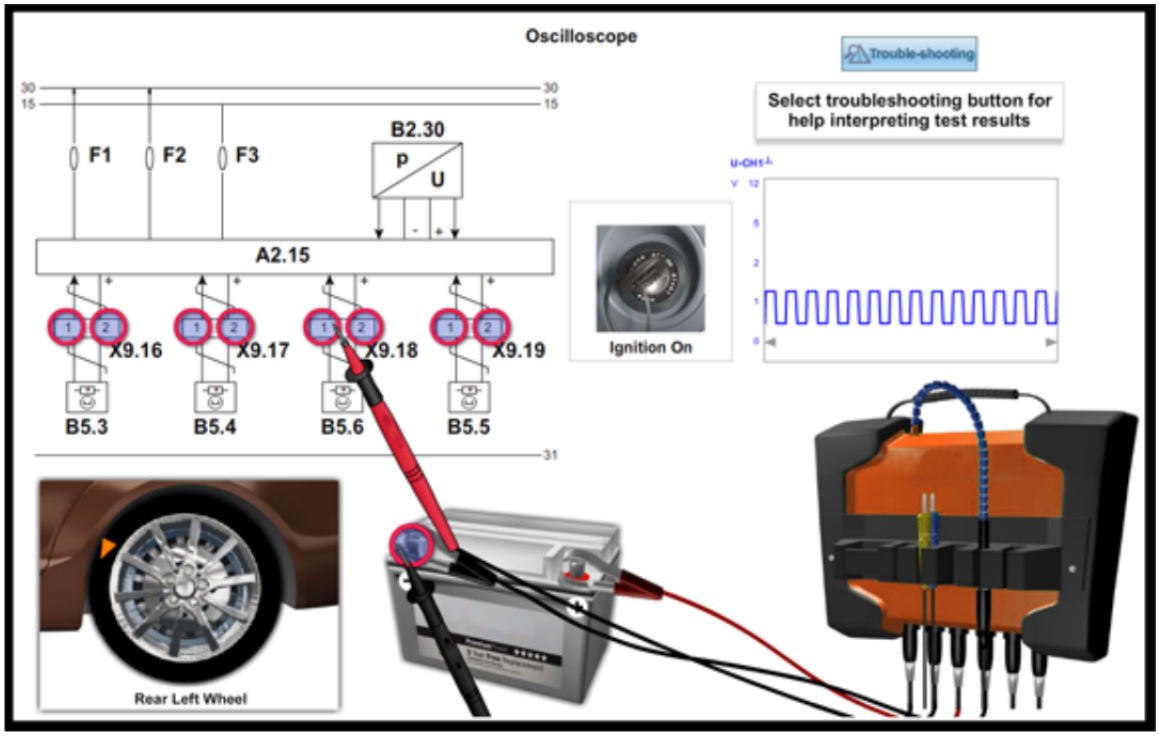
Engine Management/EFI Simulations



Heated Oxygen Sensor Circuit Failure/MIL

This simulation reinforces diagnostic routines associated with OBD-II DTC for the HO2S circuit. The simulation directs the technicians to the proper circuit where the technician can diagnosis the circuit using a virtual DMM to check resistance, voltage or current in circuit represented as a wiring diagram.

Manifold Absolute Pressure Circuit Failure/MIL

This simulation reinforces diagnostic routines associated with OBD-II DTCs for the MAP Circuit. The simulation directs technicians to the proper circuit where the technician can diagnose the circuit using a virtual DMM to check resistance, voltage or current in circuit represented as a wiring diagram.

Engine Coolant Temperature Circuit Failure/MIL

This simulation reinforces diagnostic routines associated with OBD-II DTC for the ECT circuit. The simulation directs the technicians to the proper circuit where the technician can diagnosis the circuit using a virtual DMM to check resistance, voltage or current in circuit represented as a wiring diagram.

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Electronic Throttle Control Circuit Failure/MIL

This simulation reinforces diagnostic routines associated with OBD-II DTC for the ETC circuit. The simulation directs the technicians to the proper circuit where the technician can diagnosis the circuit using a virtual DMM to check resistance, voltage or current in circuit represented as a wiring diagram.

Intake Variable Tumble Control/MIL

This simulation reinforces diagnostic routines associated with OBD-II DTC for the Intake Variable Tumble Control circuit. The simulation directs the technicians to the proper circuit where the technician can diagnosis the circuit using a virtual DMM to check resistance, voltage or current in circuit represented as a wiring diagram.

Valve Seat Damage

Even though the root cause of this concern is inside the base engine, a high level of fidelity and production value is employed in diagnostic tests for the fuel, ignition, air management, and throttle systems, making this a detailed and complex simulation that covers the full range of engine diagnosis.

No Start/ECU Reprogramming with Scan Tool

In this simulation the technician determines that the no start is due to communication failures in CAN buss. Solution is to reprogram the ECU with latest build. The procedure for reprogramming the ECU is simulated as well as the diagnostic tests.

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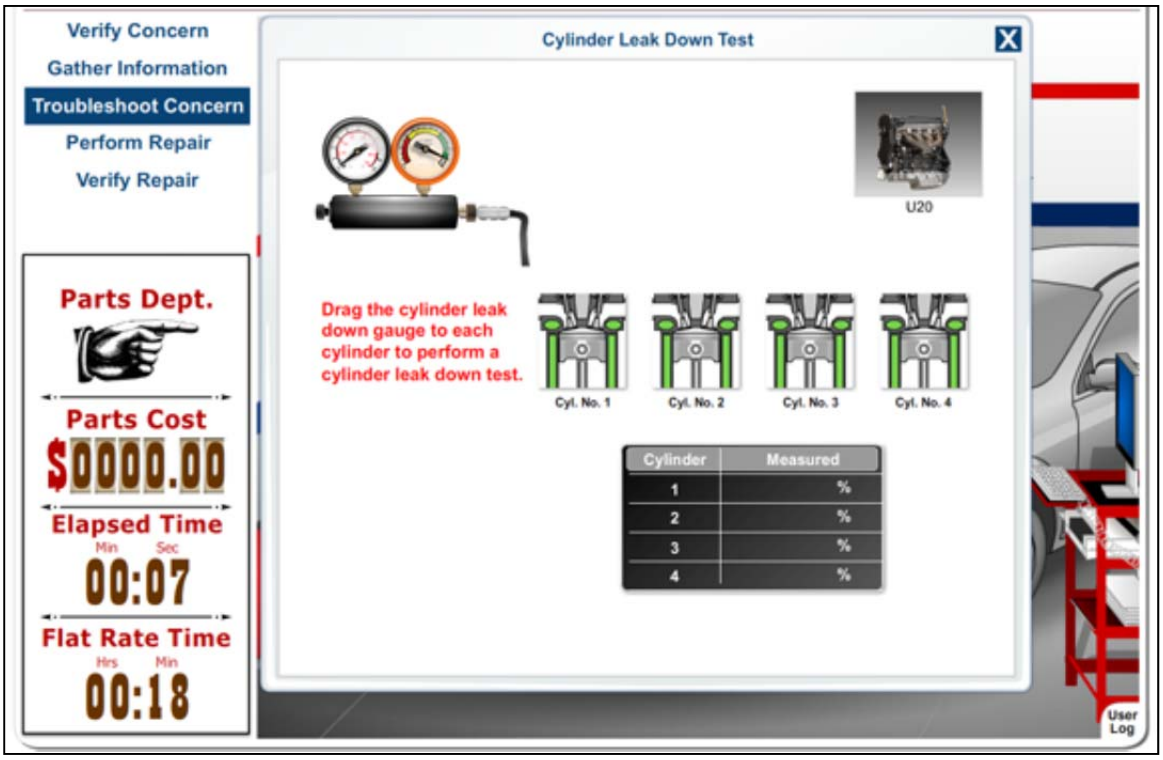
Basic Gasoline Engine Diagnostic Simulations



Engine Mount Noise/Vibration

This simulation reinforces need to reference technical service bulletins for known issues. If the technician does not access the TSB, he is unable to find the cause of the concern and will needless burn up time.

Engine Timing Off Due to Incorrectly Installed Shim:

This simulation reinforces diagnostic routines associated with OBD-II engine misfire code. Because this simulation was used in a base engine class, the primary objective is to direct technicians to run and interpret cylinder compression and leak down test.

As in all base engine problems, it's necessary to rule out engine management systems; however, since these were not the focus of this class, the results of engine management test are provided to the technicians as summaries rather than fully realized simulations of the tests.

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Lack Of Power Due to Restricted Exhaust

In this simulation, the catalytic converter suffers damage due to a rich engine condition. The rich engine condition is caused by an in range failure of ECT sensor (no DTC is set).

This simulation reinforces basic engine diagnostics using a vacuum gauge to find exhaust back pressure. A full simulation of the vacuum gauge test is included.

Because the failed catalytic converter is not the root cause, technicians are penalized if they try to return the vehicle without completing the diagnosis. This reinforces the concepts of verifying the repair and finding the root cause.

Low Power Due to Worn Piston Ring

This simulation also reinforces diagnostic routines associated with OBD-II engine misfire code. Because this simulation was used in a base engine class, the primary objective is to direct technicians to run and interpret cylinder compression and leak down test.

As in all base engine problems, it's necessary to rule out engine management systems; however, since these were not the focus of this class, the results of engine management test are provided to the technicians as summaries rather than fully realized simulations of the tests.

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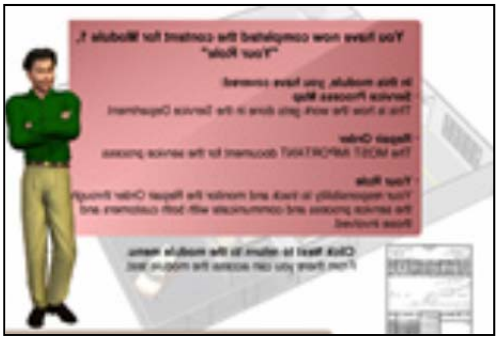
The Role of the Warranty Administrator



Warranty Administrator Overview

This course introduces the key role that the warranty administrator plays in the service process. It provides students with information about accurately processing warranty claims to ensure high levels of customer satisfaction, using ROs to locate and enter claim details, creating tracking logs and specific filing systems and accessing warranty manuals.

Submitting Warranty Claims

This course shows students how to process warranty claims. Participants learn the steps involved in claims processing, various types of warranty claims, and how to successfully enter claims into a representative dealer computing system.

Managing Warranty Claims

In the third course about Warranty Administration, participants learn the vitals of managing warranty claims. Students will master the process of updating claims prior to submission, using the labor time manual to identify labor operations numbers and valid trouble codes, properly utilizing warranty reports; and identifying the status of a claim.

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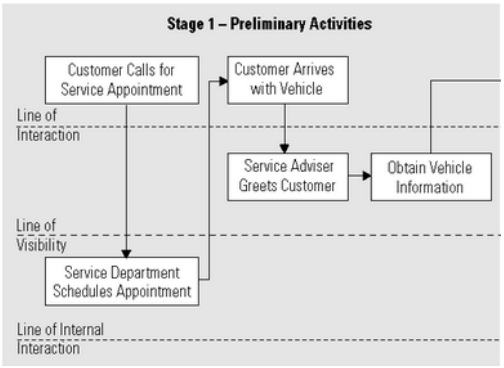
The Role of the Service Administrator

The Importance of Your Role

The student learns how work is accomplished in the dealership's service process. The repair order is the most important document for the service process. The repair order delegates how to track and monitor repair orders through the service process and communicate with customers and those involved making the repair.



Service Process

This module takes prospective service advisors through key steps of the service process. These include scheduling, writing up the repair order, dispatch, diagnosing concerns, obtaining parts, performing the service, flagging and dispatch, closing the repair order, service delivery and following up with customers to help ensure concern resolution.

Repair Order

Students learn the responsibilities of the service advisor in tracking and monitoring repair orders throughout the vehicle service process. For example, students learn where to send copies of a manual repair order for the most efficient processing. Activities put service advisor knowledge to work by walking students through the actual steps of completing the repair order.

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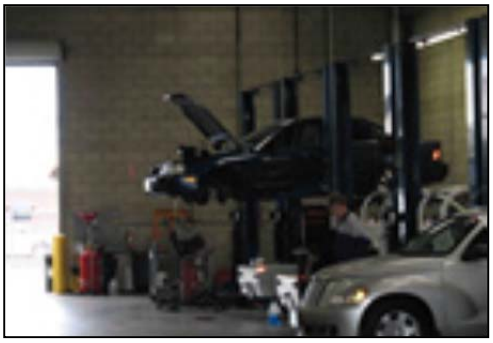
Service Advisor Operations

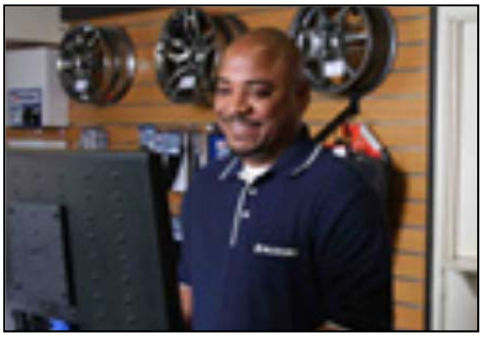
Initial Customer Contact

Students learn the important elements of the first contact with the customer. The course demonstrates how to take complete reservations, access vehicle histories, create a pre-work order folder, build rapport, and obtain knowledge needed for a successful upsell.



Servicing the Vehicle

This course explains how to schedule repairs and utilize tools such as labor manuals and service manual load sheets and how to assess the skill level of service technicians. Students track the service process through input of repair times and parts costs to calculating the final repair order value. They learn the importance of follow up with the repair department and personally checking that all repairs are complete.



Final Customer Contact

This course details how to complete repair orders so they reflect the actual repairs made. Students learn the importance of returning the vehicle to the customer clean and neat for a positive lasting impression. The course also covers follow-up to ensure that the customer is completely satisfied.

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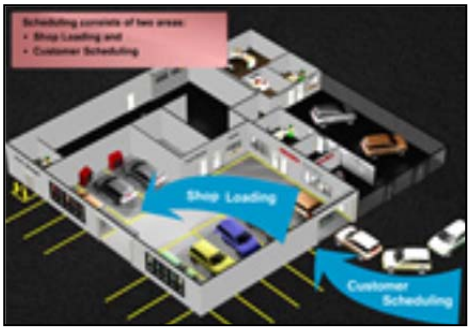
Introduction to Service Management

The Service Manager Defined

The service manager is a key proponent of change and growth in the service department. This course provides a useful operational definition of the service manager as both leader and motivator. Students learn how to set up operating systems and procedures with the primary goal of profitability while also satisfying customers.



Faculty and Staff

This course imparts skills for improving dealer image, profits and customer satisfaction through proper application of staff roles. Participants learn how safety and environmental laws affect the facility. They also master workflows, the benefits of a systematic recruiting process and employee management.

Customers and Operations

Students learn the basics of creating and maintaining a customer database. Additionally, they acquire knowledge of methods for increasing clientele while also improving customer satisfaction. Students learn to effectively monitor service operations for timely completion of scheduled work and also learn methods for increasing dealership success.

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A Day in the Life of a Service Manager

In this module, students learn the types of activities service managers undertake and the tasks they accomplish in a typical day.

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Service Operations

Establishing the Business

In this course participants study attributes of efficient service operations and some of the things that interrupt these operations.

Students learn that the most important factor is the skill set of the manager, whose capabilities must include achieving results through others. The manager's skill set includes how to find the right people and keep the organization intact by ensuring that tasks are completed while also meeting the needs of the group and individuals.

Planning for Success

In this course students master the factors influencing success: equipment, facilities, technicians, and work capacity. Service operations require the coordination of these components, skills which participants work on through activities and simulations.

Measuring the Important Stuff

This course details useful reports that help keep the business flowing. Repair orders serve as a means by which customers and service advisors communicate with the technician. Students also learn how repair orders serve as sales tools that help remind the service advisor of additional work that he or she can offer to customers.

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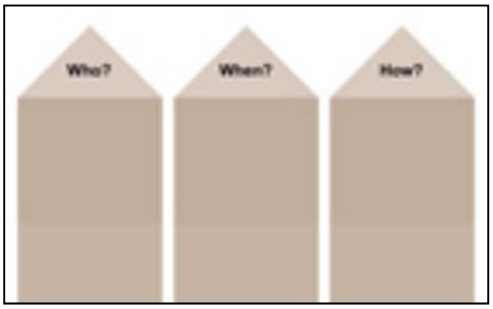
Evaluating for Success

Students will crunch numbers in this course and learn how to identify significant areas for improvement and track results. How to properly plan a budget to minimize surprises and proactively respond to service issues. The class also includes setting targets to measure and assess results and correct causes of failure. Only by determining what the numbers mean can dealerships grow as a business.

Customer Satisfaction and Communications

Customer Satisfaction

This course focuses students on building business around customer satisfaction at every stage. Exceeding expectations requires outstanding customer service. The course imparts ways of delivering superb service at key stages: identifying customer needs, building relationships, establishing trust, securing loyalty and making new-vehicle deliveries special



Prospecting Customers

Is there a more important tool than prospecting for building future business? This course imparts methods of prospecting using a variety of media and approaches. Students learn how to brainstorm prospecting techniques that are most suitable for their area. The class also covers effective written prospecting and in-person new business communication skills.

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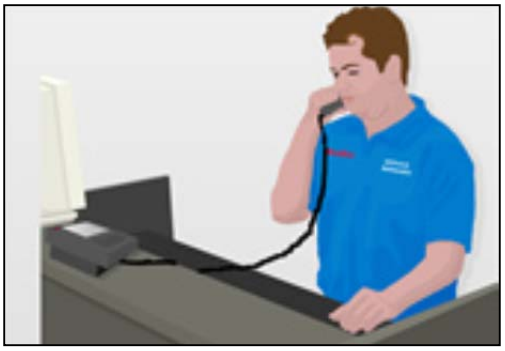

General Communication Skills

Completing this course will add to students' ability to identify and apply effective interpersonal communications. Skills and techniques covered include active listening, verbal vs. nonverbal communication, telephone selling skills and polishing written selling techniques.

Customer Concerns

This course delivers ways to handle customer conflicts with customer satisfaction as a primary goal. Participants learn how to use questions to defuse tense situations. Additionally, students learn that customer satisfaction is more important than winning or losing an argument.

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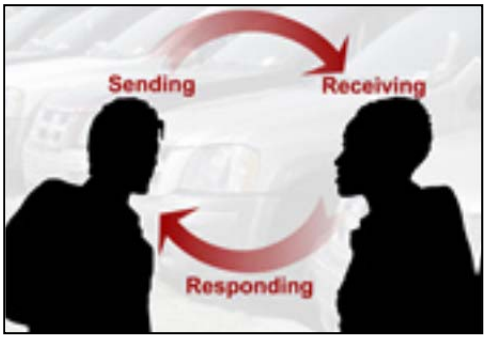
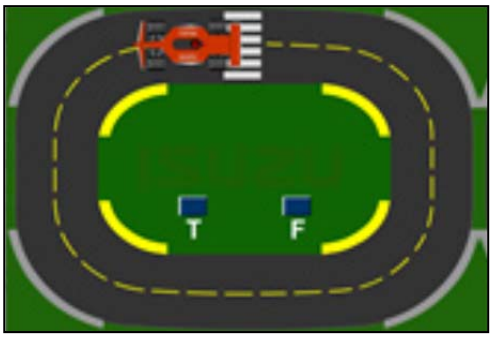
Communications, Customer Focus and Selling



Effective Customer Communication

This course imparts the importance of effective communication in the service process. Students learn the components of effective communication and how they fit into a well-run service organization. They learn the value of proper telephone skills, reading and comprehension, and a professional appearance. The emphasis is on solving customer issues and retaining clients for future business.



Maintaining Clear Customer Focus

Students in this course learn that a successful dealership relies on improving both external and internal customer satisfaction as well as building long term customer relationships. The course covers the 10 steps to Customer Satisfaction and the Seven Basics of Creating Customer Loyalty. The focus is on improving customer satisfaction at every stage of the customer's retail experience.

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Making the Sale

Participants study the three buying motives – safety and reliability, appearance and comfort, and performance and economy. Participants also practice and apply the Feature- Function-Benefit model and master how to apply it to each buying motive. Finally, they work on overcoming objections to close the sale.

Vehicle Get Ready

Receiving New Vehicles

This course shares the benefits of receiving new vehicles properly and how vehicles are transported to the dealership, including a representative port inspection process. The class also demonstrates the importance of thorough inspection and documentation using the bill of lading.

Inspecting New Vehicles

This course shows participants what to look for in shipped vehicles to prevent future disputes. It conveys the importance of immediate inspection of each new vehicle and teaches procedures for locating hidden damage to the vehicle from the truck through interior and exterior inspections. Students learn how these procedures can save costs and prevent delays in reimbursement.

Transportation Damage

This course covers reimbursement procedures, including criteria for authorization. Details include penalties for not notifying an OEM if the vehicle is damaged and damage disclosure laws.

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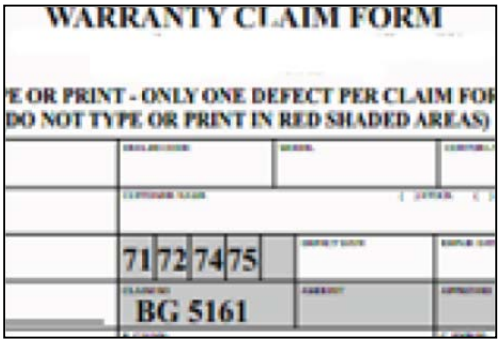
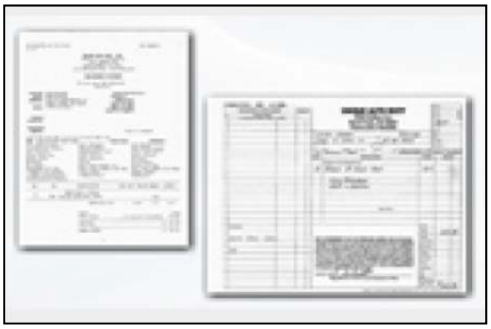


Damage Claim Preparation

What are the best practices involved in preparing a damage claim? This course reviews use of the warranty claim - its basic components and line items. The course includes an activity that allows students to explore Damage Claim Form line by line, with the aim of preventing losses due to vehicle damage.



Damage Claim Submission

Timely documentation is required for prompt processing of vehicle damage claims. This course covers use of the monthly warranty claims summary in the process. Students also learn the importance of including documentation, such as an accounting copy of the RO and sublet bills. The aim is to allow claims to be processed as quickly as 48hours from return of the damaged vehicle to the manufacturer.

The Role of the Parts Counterperson

A Day in the Life

This course shares the benefits of receiving new vehicles properly and how vehicles are transported to the dealership, including a representative port inspection process. The class also demonstrates the importance of thorough inspection and documentation using the bill of lading.

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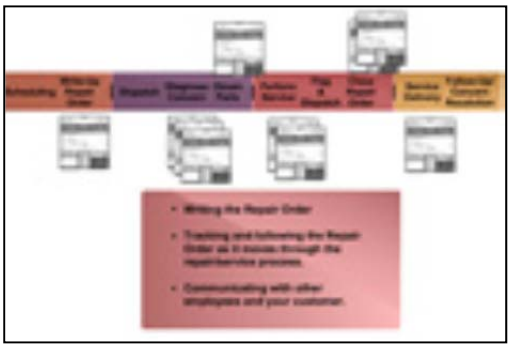


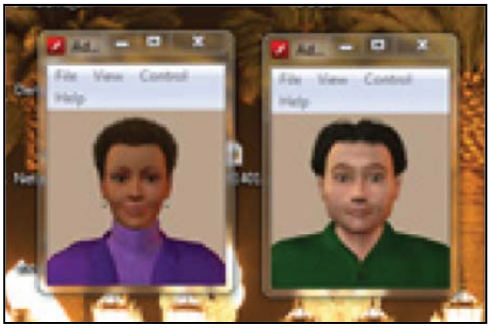
Introduction to Tools, Systems and Resources

Resources such as the parts computing and inventory system are vital to the smooth workflow of the entire service department. Students experience typical parts database and ordering systems and walk through the steps of using them successfully.

Policy and Procedure Tour

This course offers an in-depth walk-through of a typical parts department policies and procedures manual. Students review all the sections within the manual. They learn the importance of referencing it frequently to ensure they are adhering to the most current processes.

The Role of the Parts Counterperson



Customer Satisfaction

Throughout each previous parts counterperson class, students have been exposed to several different customer service approaches that allow them to successfully satisfy customers. This course provides a recap of these techniques, reviews each method and demonstrates how to master each successfully.

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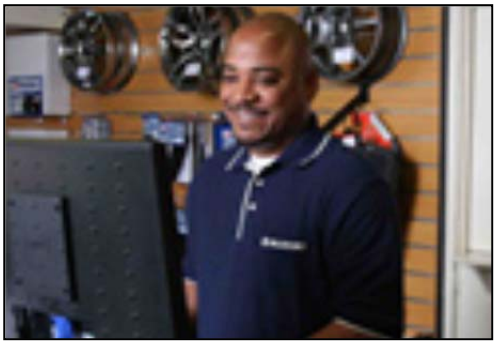
Parts Counterperson Operations



Inventory Management

This course helps students understand the market for parts in the US and explains the role of the DMS in service department operations. Participants learn the importance of reporting lost sales as well as effective inventory management.

Transactions

How many transactions and types of transactions does a parts counterperson handle in a day? After reviewing the different kinds of parts transactions, students learn the difference between markup and profit. They also acquire a thorough understanding of warranty return policy and how to handle various types of returns.

Vehicle Knowledge

Product knowledge is also a key contributor to success behind the parts counter. This course delivers an overview of electronic parts catalogs and other similar systems. Students also learn about the types of accessories available to owners.

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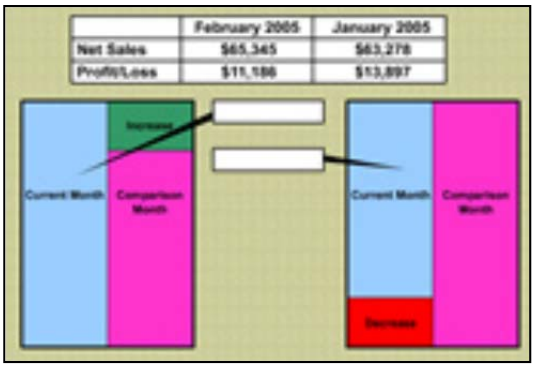
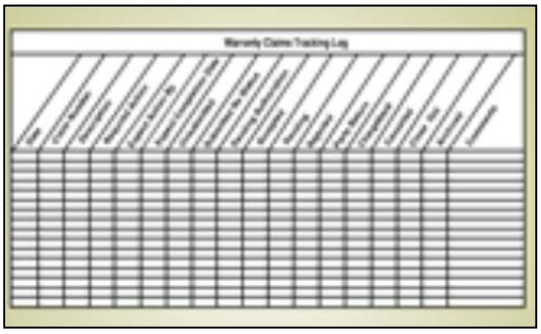
Finance For The Parts Manager



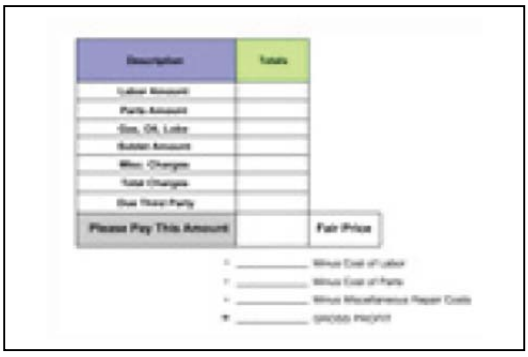
Financial Basics

Introduces students to financial basics with respect to profitably running a dealership parts department. Students learn how to navigate through obstacles while maintaining parts profitability.



Financial Reports

This course reviews the four essential financial statements required to run a parts department profitably. Assets, liabilities and net worth must be entered into the balance sheet properly. Students acquire skills for entering other key fields on income statements. The class also reviews benchmarking in monthly reports and spreadsheets used to track departmental performance and profitability. In all, the information is a vital primer on the business of the parts department.



Strategies for Increasing Profits

This course addresses probability and the impact of present and future trends on the ability to improve the success of a parts department. Participants learn how to calculate break-even point and plan financial goals.

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Enterprise Software Solutions

PTS has been creating communications and performance improvement products to help manufacturers improve their franchise operations efficiency. The following products are in use by leading OEMs in sales, service and corporate operations. While these systems perform independently, they are capable of communicating externally with each other as well as outside systems.

Learning Management System

Our online Learning Management System (LMS) integrates instructor-led classes, webinars, and web-based learning activities all into one complete tracking system. Each learner can have multiple job roles and learning achievements are tracked independently for each job role.

- Enterprise Tier 1 product
- Comprehensive administrative modules
- Personal student dashboard
- Multi-level certification management, multi-level job roles
- Flag learners taking courses out of sequence
- Permission-based system roles
- Email notifications
- Online, Classroom and event based training courses
- Comprehensive reporting modules
- Data Integration, Import/Export

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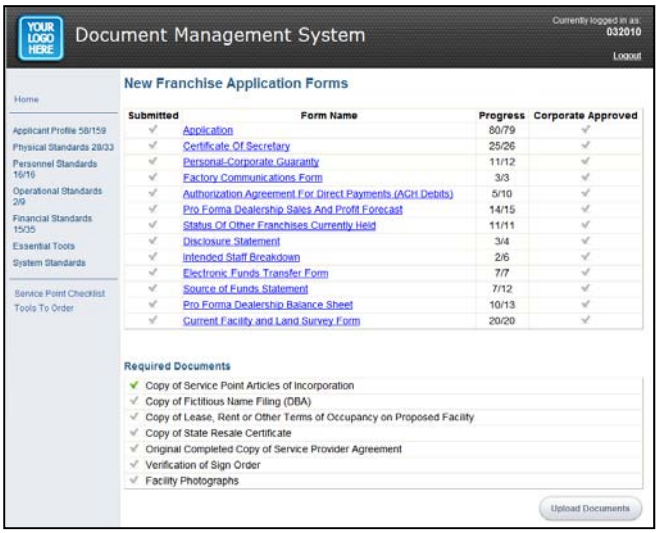
Document Management System


Document Management System
Currently logged in as: 032010
Logout
Home
Applicant Profile 58/159
Physical Standards 28/33
Personnel Standards 16/16
Operational Standards 0/9
Financial Standards 15/35
Essential Tools
System Standards
Service Point Checklist
Tools To Order
New Franchise Application Forms
Submitted
Form Name
Progress
Corporate Approved
Application 80/79
Certificate Of Secretary 25/26
Personal-Corporate Guaranty 11/12
Factory Communications Form 3/3
Authorization Agreement For Direct Payments (ACH Debits) 5/10
Pro Forma Dealership Sales And Profit Forecast 14/15
Status Of Other Franchises Currently Held 11/11
Disclosure Statement 3/4
Intended Staff Breakdown 2/6
Electronic Funds Transfer Form 7/7
Source of Funds Statement 7/12
Pro Forma Dealership Balance Sheet 10/13
Current Facility and Land Survey Form 20/20
Required Documents
Copy of Service Point Articles of Incorporation
Copy of Fictitious Name Filing (DBA)
Copy of Lease, Rent or Other Terms of Occupancy on Proposed Facility
Copy of State Resale Certificate
Original Completed Copy of Service Provider Agreement
Verification of Sign Order
Facility Photographs
Upload Documents

The process of a prospective dealer becoming a full-fledged dealer is often entirely manual and paper-based. Our Document Management System (DMS) migrates the OEM's paper-based documents to a fully-automated web-accessible system.

This system enables information to be collected and distributed to the right people at the right time, streamlining the approval process from start to finish, avoiding misplaced documents and unfinished forms while providing data validation and reporting capabilities.

- Automated form management system
- Electronic
- signatures for submission & corporate approval
- Upload and Download files
- Email notifications
- Tools and Equipment management
- Progress meter for both the user and management reports
- Dealer, District, Regional and National reports
- Data Integration, Import/Export

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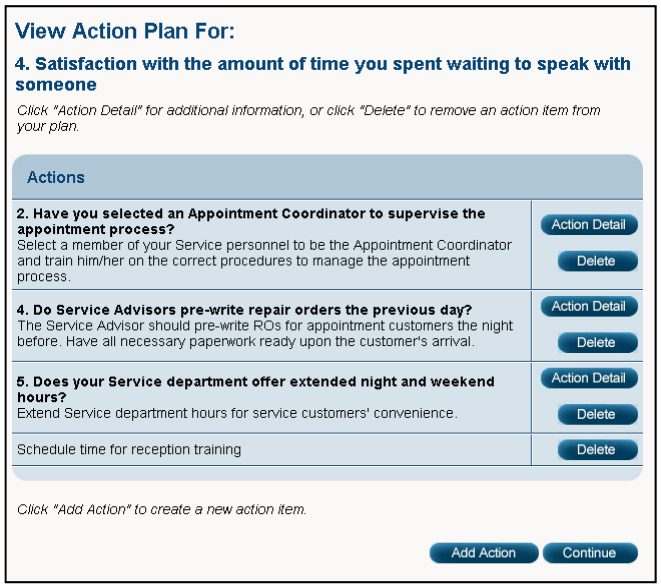
Service Operations Assessment (CSI)


View Action Plan For:
4. Satisfaction with the amount of time you spent waiting to speak with someone
Click "Action Detail" for additional information, or click "Delete" to remove an action item from your plan.
Actions
2. Have you selected an Appointment Coordinator to supervise the appointment process?
Select a member of your Service personnel to be the Appointment Coordinator and train him/her on the correct procedures to manage the appointment process.
Action Detail
Delete
4. Do Service Advisors pre-write repair orders the previous day?
The Service Advisor should pre-write ROs for appointment customers the night before. Have all necessary paperwork ready upon the customer's arrival.
Action Detail
Delete
5. Does your Service department offer extended night and weekend hours?
Extend Service department hours for service customers' convenience.
Action Detail
Delete
Schedule time for reception training
Delete
Click "Add Action" to create a new action item.
Add Action
Continue

Our Service Operations Assessment is an automated web-consulting tool that identifies areas in service operations needing improvement as viewed by the JD Power survey scores. Dealerships with lower scores will need new strategies to improve their service CSI survey scores.

Based on industry best practices, our system outlines specific action items for each dealership to improve their service operations. Our system monitors each action item and its progress, ensuring that industry best practices are maintained.

- Comprehensive sales operations assessment based on JD Power survey
- Self assessment and corrective remedies
- Complete dealer action items process
- Dealer, District, Regional and National reports
- Data Integration, Import/Export

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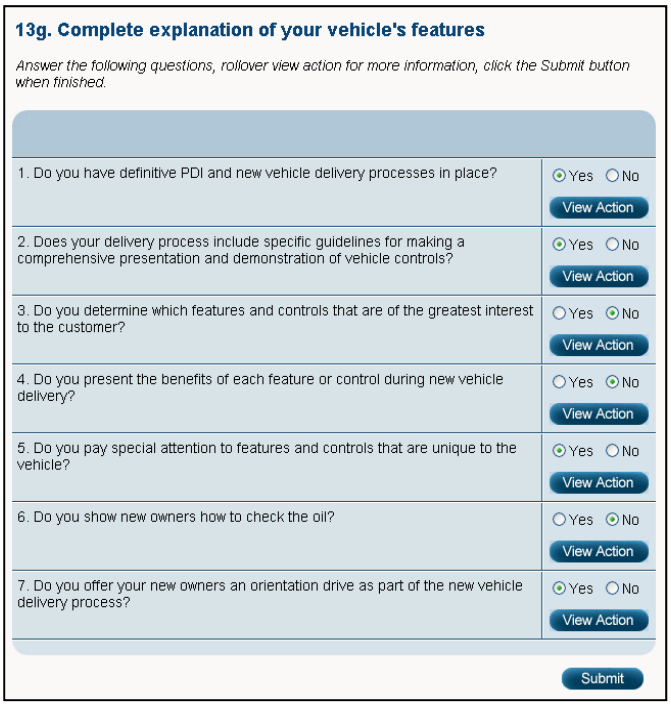
Sales Operations Assessment (SSI)


13g. Complete explanation of your vehicle's features
Answer the following questions, rollover view action for more information, click the Submit button when finished.
1. Do you have definitive PDI and new vehicle delivery processes in place?
Yes No
View Action
2. Does your delivery process include specific guidelines for making a comprehensive presentation and demonstration of vehicle controls?
Yes No
View Action
3. Do you determine which features and controls that are of the greatest interest to the customer?
Yes No
View Action
4. Do you present the benefits of each feature or control during new vehicle delivery?
Yes No
View Action
5. Do you pay special attention to features and controls that are unique to the vehicle?
Yes No
View Action
6. Do you show new owners how to check the oil?
Yes No
View Action
7. Do you offer your new owners an orientation drive as part of the new vehicle delivery process?
Yes No
View Action
Submit

Our Sales Operations Assessment is an automated web-consulting tool that identifies areas in sales operations needing improvement as viewed by the JD Power survey scores.

Dealerships with lower scores will need new strategies to improve their sales SSI survey scores. Based on industry best practices, our system outlines specific action items for each dealership to improve their sales operations.

Our system monitors each action item and its progress, ensuring that industry best practices are maintained.

- Comprehensive sales operations assessment based on JD Power survey
- Self assessment and corrective remedies
- Complete dealer action items process
- Dealer, District, Regional and National reports
- Data Integration, Import/Export

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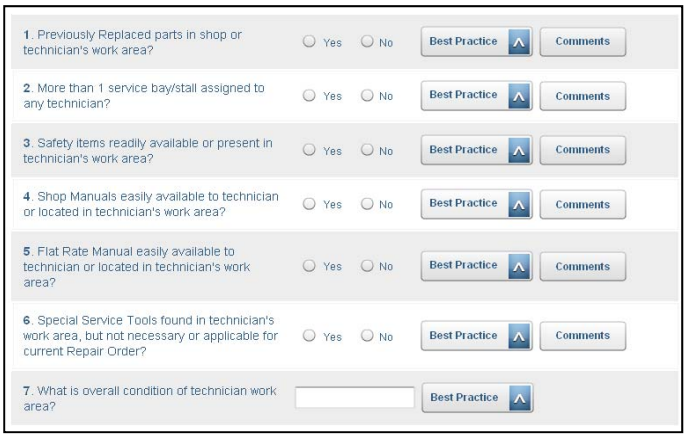
Warranty Compliance Assessment



OEMs need to identify which dealerships are not meeting warranty compliancy as determined by corporate standards and help dealers achieve compliancy.

Our Warranty Compliance Assessment system provides a web based application that surveys each dealership through an extensive 288 point questionnaire. Each question is linked to the P&P manual. The results of each dealership's evaluation are then carefully analyzed to identify operational weaknesses in areas of service and warranty administration.

- Comprehensive service operations assessment
- Cross reference to Policy and Procedure manuals
- Full reports on out-of-line conditions
- Dealer, District, Regional and National reports
- Data Integration, Import/Export

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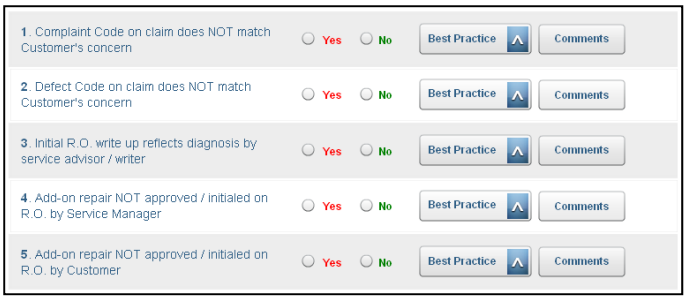
Warranty Claim Review



OEMs need a way for field personnel to review and audit warranty claims to ensure dealerships are in compliance with warranty policy and procedures. This system provides an interactive web-based evaluation and audit tool that allows each claim to be evaluated on a 71 point checklist and identifies all “Out of line conditions” in comparison to published policies. The system also identifies potential claim processing errors that could result in a chargeback. All results are tabulated into a comprehensive leave behind report.

- Comprehensive audit per claim
- Consistency and efficiency across all audits
- Cross reference to Policy and Procedure Manuals
- Tabulation per audit
- Auto tabulation for charge backs
- Dealer, District, Regional and National reports
- Data Integration, Import/Export

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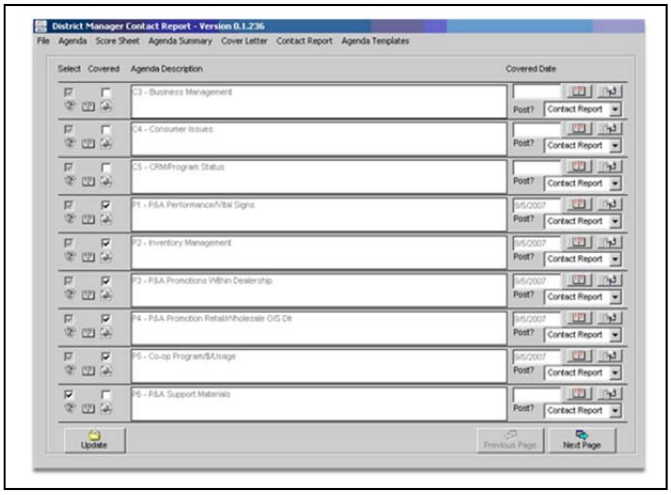
Contact Reporting System


District Manager Contact Report - Version 0.1.236
File Agenda Score Sheet Agenda Summary Cover Letter Contact Report Agenda Templates
Select Covered Agenda Description Covered Date
Post? Contact Report
Update
Previous Page
Next Page

Our Contact Reporting System is an automated, web-based evaluation, planning, and reporting system to assist field personnel in addressing operational weaknesses within their territory.

Our system compares business performances for each location against other district, regional, or national averages. Our systems create an automated checklist of items to be addressed during visits to each location and recommends dealer-specific action plans based on problem areas.

- Comprehensive dealer score card review
- Automatic agendas based on out-of-line conditions
- Complete dealer action item process
- Full Reporting
- Customizable contact report
- Integrated form letters
- Assess dealership's performance relative to averages

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Facilities, Tools and Equipment

Essential Tools

Image	Item Number	Description	Model	On hand
	09910-06520	SDS TOOL KIT	AERIO ESTEEM FORENA/RENO GRAND VITARA SAMURAI SIDEKICK SPORT SWIFT SX4 VERONA VITARA X90 XL-7 / XL7	(•) YES ( ) NO
	09911-97710	OIL SEAL GUIDE	AERIO ESTEEM GRAND VITARA VITARA XL-7 / XL7	(•) YES ( ) NO
	09911-97811	OIL SEAL INSTALLER	AERIO ESTEEM GRAND VITARA SWIFT VITARA XL-7 / XL7	( ) YES (•) NO
	09913-50121	OIL SEAL REMOVER	AERIO XL-7 / XL7	(•) YES ( ) NO
	09913-60910	BEARING/GEAR PULLER (40-60mm)		(•) YES ( ) NO
	09913-70123	BEARING INSTALLER TOOL	AERIO GRAND VITARA XL-7 / XL7	( ) YES ( ) NO

This web based application allows an existing or new dealer to review the OEM required inventory of parts, tools, signs and facility requirements, compare that to any existing inventory and produce a shopping cart list to acquire the balance. This website is rich with images and can easily be updated by the OEM for new parts and tools as new products are launched.

- Comprehensive facilities management
- Upload and Download images
- Shopping cart list
- Dealer, District, Regional and National reports
- Data Integration, Import/Export

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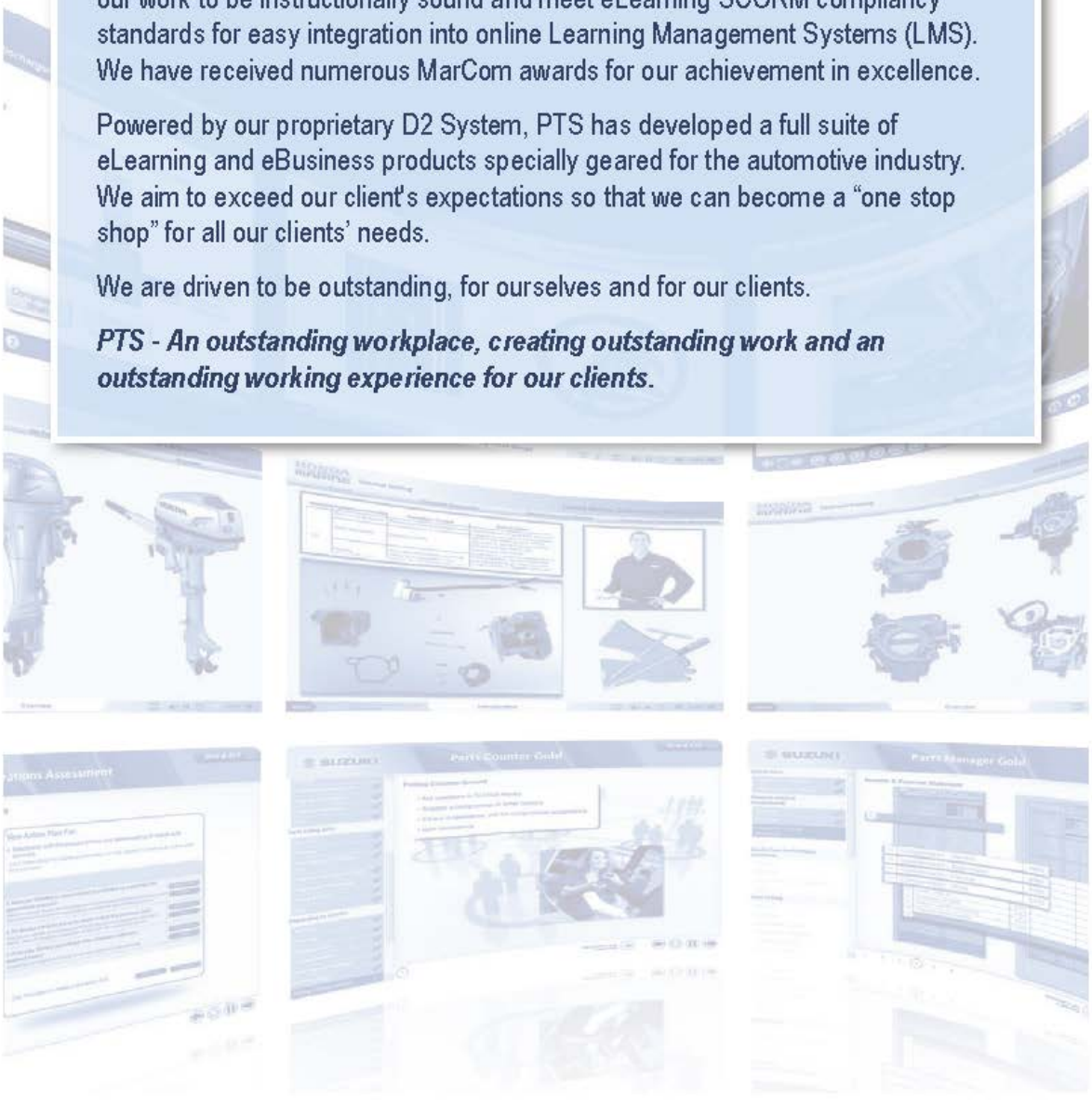
Who We Are?

Based in Southern California, Pacific Technology Solutions (PTS), is a privately-held training and software development company focused on the automotive industry. Since May 1987, we have focused on developing world-class automotive eLearning solutions and related business applications. Our automotive course catalog was developed in-house at our offices in Irvine, California. We guarantee our work to be instructionally sound and meet eLearning SCORM compliancy standards for easy integration into online Learning Management Systems (LMS). We have received numerous MarCom awards for our achievement in excellence.

Powered by our proprietary D2 System, PTS has developed a full suite of eLearning and eBusiness products specially geared for the automotive industry. We aim to exceed our client's expectations so that we can become a "one stop shop" for all our clients' needs.

We are driven to be outstanding, for ourselves and for our clients.

PTS - An outstanding workplace, creating outstanding work and an outstanding working experience for our clients.



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Pacific Technology Solutions

15530 Rockfield Blvd. B4
Irvine, CA 92618
Office: 949-830-1623
Fax: 949-830-2120
www.pts1.com

For more information:
contact sales at 949-830-1623
info@pts1.com

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Pacific Technology Solutions
15530 Rockfield Blvd. B4
Irvine, CA 92618
Office: 949-830-1623
Fax: 949-830-2120
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or info@pts1.com

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